

Marked-Up Listing of the Claims

1. (Currently Amended) A method for organizing related communication messages communications in databases, the method comprising:

receiving at least one a first extensible markup language [[XML]](XML)-based communication message from at least one a first communication device associated with a first user;

using comparing one or more a received XML tag tags within from the at least one first XML-based message to one or more references; wherein each reference is associated with one or more identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from the first user, the first XML-based communication message being of a different communication medium than the second XML-based communication message previous messages;

selecting a reference that most closely matches one or more of the XML tags;

converting the received message first XML-based communication message into a converted message having a format associated with the one of the first or second database that stores the second XML-based communication message at least one database associated with the matching reference; and

causing the converted message to be stored in association with the second XML-based communication message in the one of the first or second database that stores the second XML-based communication message a first database when the reference is associated with the first database or a second database when the reference is associated with the second database.

2. (Currently Amended) The method as in claim 1, wherein the first XML-based communication message and the second XML-based communication message received message and a previous message corresponding to the selected reference are substantially related to a same topic one another.

3. (Original) The method as in claim 1, further comprising enabling a telecommunications service that organizes related communications in one or more databases.

4. (Currently Amended) The method as in claim 1, further comprising:
converting a [[next]]third XML-based communication message into a same format as the converted message when the [[next]]third XML-based communication message has one or more XML tags that match the XML tags of a previous the first XML-based communication message; and
forwarding the [[next,]] converted third XML-based communication message to a database associated with the converted message.

5. (Currently Amended) The method as in claim 1, wherein the at least one received first XML-based message comprises a Document Type Definition [[("DTD")]].

6. (Currently Amended) The method as in claim 1, further comprising:
selecting an initial database when no reference most closely matches one or more of the XML tags of the received message the second XML-based communication message is not identified;
converting the received first XML-based communication message into a format corresponding to the selected, initial database; and

forwarding the converted first XML-based communication message to the selected, initial database.

7. (Currently Amended) The method as in claim 1, further comprising: forwarding [[an]]the first XML-based communication message comprising a DTD to the at least one first communication device, when the first XML-based communication message comprises a Document Type Definition.

8. (Currently Amended) The method as in claim 1, wherein the at least one first communication device is at least one of a voicemail server, a facsimile server, an email server, or a web server.

9. (Currently Amended) The method as in claim 1, wherein the database format of the one of the first or second database that stores the second XML-based communication message comprises [[is]] at least one of Oracle, Sybase, MySQL, MsQL, or DB2.

10. (Currently Amended) The method as in claim 1, further comprising: forwarding a responsive XML-based message comprising a DTD Document Type Definition to a mediation web server.

11. (Previously Presented) The method as in claim 1, further comprising: forwarding a confirmation message to at least one of a customer agent or a customer.

12. (Previously Presented) The method as in claim 1, further comprising: forwarding at least one of a voicemail message, a facsimile message, an email message, or an Internet

message to a customer agent.

13. (Currently Amended) The method as in claim 1 wherein the ~~at least one~~first XML-based communication message is received from a customer agent.

14. (Currently Amended) A system for organizing related ~~communications in databases;~~ ~~the system~~communication messages comprising:

a mediation web server operable to:

receive ~~at least one~~a first XML-based communication message from ~~at least~~ ~~one-a~~a first communication device associated with a first user;

~~use compare one or more received XML tags within tag from the first XML-based communication message to one or more references, wherein each reference is associated with one or more identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from the first user, the first XML-based communication message being of a different communication medium than the second XML-based communication message previous messages;~~

~~select a reference that most closely matches one or more of the XML tags;~~

~~convert the received message first XML-based communication message into a converted message having a format associated with the one of the first or second database that stores the second XML-based communication message at least one database associated with the matching reference; and~~

~~cause the converted message to be stored in association with the second XML-based communication message in the one of the first or second database that stores the second XML-based communication message a first database when the reference is~~

associated with the first database or a second database when the reference is associated with the second database.

15. (Currently Amended) The system as in claim 14, wherein the first XML-based communication message and the second XML-based communication message received message and a previous message corresponding to the selected reference are substantially related to one another same topic.

16. (Original) The system as in claim 14, wherein the web server is further operable to enable a telecommunications service that organizes related communications in one or more databases.

17. (Currently Amended) The system as in claim 14, wherein the web server is further operable to:

convert a [[next]]third XML-based communication message into a same format as a previously converted message when the [[next]]third XML-based communication message's message has one or more an XML tag that matches the XML [[tags]]tag of a previous the first XML-based communication message; and

forward the [[next,]] converted third XML-based communication message to a same database associated with the previously converted message to the one of the first or second database.

18. (Currently Amended) The system as in claim 14, wherein the at least one received first XML-based message comprises a Document Type Definition [[("DTD")]].

19. (Currently Amended) The system as in claim 14, wherein the web server is further operable to:

select an initial database when ~~no reference most closely matches one or more of the XML tags of the received message~~~~the second XML-based communication message is not identified~~;

convert the ~~received~~first XML-based communication message into a format corresponding to the selected, initial database; and

forward the converted first XML-based communication message to the selected, initial database.

20. (Currently Amended) The system as in claim 14, wherein the web server is further operable to: forward ~~[[an]]~~~~the first~~ XML-based communication message ~~comprising a Document Type Definition ("DTD") to the~~ ~~at least one~~first communication device ~~when the first XML-based communication message comprises a Document Type Definition.~~

21. (Currently Amended) The system as in claim 14 wherein the ~~database~~ format ~~of the one of the first or second database that stores the second XML-based communication message comprises~~ ~~[[is]]~~ at least one of Oracle, Sybase, MySQL, MsQL, or DB2.

22. (Currently Amended) The system as in claim 14 further comprising: at least one communication control device responsive to the mediation web server, the communication control device operable to forward a responsive XML-based message comprising a Document Type Definition.

23. (Previously Presented) The system as in claim 22, wherein the communication

control device is at least one of a voicemail server, a facsimile server, an email server, or a web server.

24. (Previously Presented) The system as in claim 14 wherein the web server is further operable to forward a confirmation message to at least one of a customer agent or a customer.

25. (Previously Presented) The system as in claim 14 wherein the web server is further operable to forward at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.

26. (Cancelled)

27. (Cancelled)

28. (Cancelled)

29. (Currently Amended) A method as defined in claim 1, whercin comparing the one or more XML tags within the at least one XML-based message to the one or more references using the received XML tag from the first XML-based message to identify the second XML-based communication message comprises:

extracting a first portion of data stored in the at least one first XML-based communication message;

retrieving a second portion of data associated with the one or more previous messages second XML-based communication message; and

determining if the first portion and the second portion match.

30. (Currently Amended) A method as defined in claim 1, wherein ~~comparing the one or more XML tags within the at least one XML-based message to the one or more references using the received XML tag from the first XML-based message to identify the second XML-based communication message~~ is performed before ~~the~~ converting the first XML-based communication message and before causing the converted message to be stored in the one of the first database or the second database.

Please add the following new claims:

31. (New) A method as defined in claim 1, wherein the first XML-based communication message comprises one of a voicemail message, a facsimile message, an email message, or an Internet message, and the second XML-based communication message comprises a different one of a voicemail message, a facsimile message, an email message, or an Internet message.
32. (New) A method as defined in claim 1, wherein the second XML-based communication message is from a second communication device associated with the first user, the first and second communication devices being of different types.
33. (New) A method as defined in claim 1, further comprising:
 - retrieving the first XML-based communication message and the second XML-based communication message from the one of the first or second database that stores the second XML-based message; and
 - sending the first XML-based communication message and the second XML-based communication message to a second communication device associated with a service provider.

Clean Listing of the Claims

What is claimed is:

1. A method for organizing related communication messages comprising:
 - receiving a first extensible markup language (XML)-based communication message from a first communication device associated with a first user;
 - using a received XML tag from the first XML-based message to identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from the first user, the first XML-based communication message being of a different communication medium than the second XML-based communication message;
 - converting the first XML-based communication message into a converted message having a format associated with the one of the first or second database that stores the second XML-based communication message; and
 - causing the converted message to be stored in association with the second XML-based communication message in the one of the first or second database that stores the second XML-based communication message .
2. The method as in claim 1, wherein the first XML-based communication message and the second XML-based communication message are substantially related to a same topic .
3. The method as in claim 1, further comprising enabling a telecommunications service that organizes related communications in one or more databases.

4. The method as in claim 1, further comprising:
 - converting a third XML-based communication message into a same format as the converted message when the third XML-based communication message has one or more XML tags that match the XML tags of the first XML-based communication message; and
 - forwarding the converted third XML-based communication message to a database associated with the converted message.
5. The method as in claim 1, wherein the first XML-based message comprises a Document Type Definition.
6. The method as in claim 1, further comprising:
 - selecting an initial database when the second XML-based communication message is not identified;
 - converting the first XML-based communication message into a format corresponding to the selected, initial database; and
 - forwarding the converted first XML-based communication message to the selected, initial database.
7. The method as in claim 1, further comprising: forwarding the first XML-based communication message to the first communication device when the first XML-based communication message comprises a Document Type Definition.
8. The method as in claim 1, wherein the first communication device is at least one of a voicemail server, a facsimile server, an email server, or a web server.

9. The method as in claim 1, wherein the format of the one of the first or second database that stores the second XML-based communication message comprises at least one of Oracle, Sybase, MySQL, MsQL, or DB2.
10. The method as in claim 1, further comprising: forwarding a responsive XML-based message comprising a Document Type Definition to a mediation web server.
11. The method as in claim 1, further comprising: forwarding a confirmation message to at least one of a customer agent or a customer.
12. The method as in claim 1, further comprising: forwarding at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.
13. The method as in claim 1 wherein the first XML-based communication message is received from a customer agent.
14. A system for organizing related communication messages comprising:
a mediation web server operable to:
receive a first XML-based communication message from a first communication device associated with a first user;
use a received XML tag from the first XML-based communication message to identify a second XML-based communication message stored in one of a first database or a second database, the second XML-based communication message having been previously received from the first user, the first XML-based

communication message being of a different communication medium than the second XML-based communication message ;

convert the first XML-based communication message into a converted message having a format associated with the one of the first or second database that stores the second XML-based communication message ; and

cause the converted message to be stored in association with the second XML-based communication message in the one of the first or second database that stores the second XML-based communication message.

15. The system as in claim 14, wherein the first XML-based communication message and the second XML-based communication message are substantially related to a same topic.

16. The system as in claim 14, wherein the web server is further operable to enable a telecommunications service that organizes related communications in one or more databases.

17. The system as in claim 14, wherein the web server is further operable to:

convert a third XML-based communication message into a same format as a previously converted message when the third XML-based communication message has an XML tag that matches the XML tag of the first XML-based communication message; and

forward the converted third XML-based communication message to the one of the first or second database.

18. The system as in claim 14, wherein the first XML-based message comprises a Document Type Definition .

19. The system as in claim 14, wherein the web server is further operable to:
 - select an initial database when the second XML-based communication message is not identified;
 - convert the first XML-based communication message into a format corresponding to the selected, initial database; and
 - forward the converted first XML-based communication message to the selected, initial database.
20. The system as in claim 14, wherein the web server is further operable to: forward the first XML-based communication message to the first communication device when the first XML-based communication message comprises a Document Type Definition.
21. The system as in claim 14 wherein the format of the one of the first or second database that stores the second XML-based communication message comprises at least one of Oracle, Sybase, MySQL, MsQL, or DB2.
22. The system as in claim 14 further comprising: at least one communication control device responsive to the mediation web server, the communication control device operable to forward a responsive XML-based message comprising a Document Type Definition.
23. The system as in claim 22, wherein the communication control device is at least one of a voicemail server, a facsimile server, an email server, or a web server.
24. The system as in claim 14 wherein the web server is further operable to forward a confirmation message to at least one of a customer agent or a customer.

25. The system as in claim 14 wherein the web server is further operable to forward at least one of a voicemail message, a facsimile message, an email message, or an Internet message to a customer agent.
26. (Cancelled)
27. (Cancelled)
28. (Cancelled)
29. A method as defined in claim 1, wherein using the received XML tag from the first XML-based message to identify the second XML-based communication message comprises:
 - extracting a first portion of data stored in the first XML-based communication message;
 - retrieving a second portion of data associated with the second XML-based communication message; and
 - determining if the first portion and the second portion match.
30. A method as defined in claim 1, wherein using the received XML tag from the first XML-based message to identify the second XML-based communication message is performed before converting the first XML-based communication message and before causing the converted message to be stored in the one of the first database or the second database.

31. A method as defined in claim 1, wherein the first XML-based communication message comprises one of a voicemail message, a facsimile message, an email message, or an Internet message, and the second XML-based communication message comprises a different one of a voicemail message, a facsimile message, an email message, or an Internet message.

32. A method as defined in claim 1, wherein the second XML-based communication message is from a second communication device associated with the first user, the first and second communication devices being of different types.

33. A method as defined in claim 1, further comprising:

retrieving the first XML-based communication message and the second XML-based communication message from the one of the first or second database that stores the second XML-based message; and

sending the first XML-based communication message and the second XML-based communication message to a second communication device associated with a service provider.